



SHRI MATA VAISHNO DEVI SHRINE BOARD, KATRA

TENDER DOCUMENT FOR

**Operation & Maintenance of Multipurpose Audio
& Video System (Phase-I) & (Phase-II) installed
in the Shrine Area for a period of 05 years.**

e-NIT No.: CO/SYS/2026/15/2204

Date: 27-10-2026

Due On: 17-11-2026

**Address: Office of the Chief Executive Officer, Shri Mata
Vaishno Devi Shrine Board, Katra (J&K) -182301**

Website: www.maavaishnodevi.org

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Section –1 Notice Inviting Tender

	<p style="text-align: center;">OFFICE OF THE CHIEF EXECUTIVE OFFICER SHRI MATA VAISHNO DEVI SHRINE BOARD Central Office, Jammu Road, Katra (J&K) – 182301</p> <p style="text-align: center;">NOTICE INVITING TENDER (For publishing in the Website)</p>	
Tender No.	<p style="text-align: center;">e-NIT No. CO/SYS/2026/15/2204 Dated: 27.10.2026</p>	
Tender Forms Available at Website	www.jktenders.gov.in	
Date and Time of Issue/Publishing	27-10-2026 15:00 Hours	
Document Download/Sale Start Date & Time	27-10-2026 15:00 Hours	
Pre-Bid Meeting	03-11-2026 12:00 Hours Conference Hall Spiritual Growth Centre Katra, Reasi, J&K	
Bid Submission Start Date & Time	27-10-2026 15:00 Hours	
Bids Submission Last Date & Time	17-11-2026 15:00 Hours	
Date and Time of opening of Technical bid	19-11-2026 15:00 Hours	
Place of opening of Technical bid	Central Office, Shri Mata Vaishno Devi Shrine Board, Katra (J&K)-182301	
Date of opening of Financial bid	Shall be intimated later	

- 1.1. On behalf of the Chairman, Shri Mata Vaishno Devi Shrine Board, Katra, e tenders through the e-procurement portal (www.jktenders.gov.in) are invited for the Work namely: **Operation & Maintenance of Multipurpose Audio & Video System (Phase-I) & (Phase-II) installed in the Shrine Area for a period of 05 years.**
- 1.2. L-1 will be decided based on the overall lowest rates received by any Firm in Financial Bid.
- 1.3. The **e-NIT** consisting of Qualifying Information, Eligibility Criteria, Specifications, Bill of Quantities, (B.O.Q), set of Terms & Conditions of Contract and other details can be viewed/downloaded from the official website of Shri Mata Vaishno Devi Shrine Board **www.maavaishnodevi.org** and the bidders shall submit their bids only through e-procurement platform at **www.jktenders.gov.in**.
- 1.4. The Non-Refundable Tender Fee of Rs.1000/- (Rupees One Thousand Only) shall be deposited in the official account of Shri Mata Vaishno Devi Shrine Board, Branch J&K Bank Katra, Account No. 0097010100000706, IFSC – JAKA0KATTRA. Bid received without Tender fee will not be accepted. Details to be mentioned in Annexure-A.
- 1.5. The e-tender document should be accompanied by an **Earnest Money Deposit (EMD)** in the form of **CDR/FDR/TDR** amounting to **Rs. 2,00,000/- (Rupees Two Lakhs Only)** with a **validity period of 06 months** from any Nationalized / Scheduled Bank, duly pledged in favour of **FA/Chief Accounts Officer, Shri Mata Vaishno Devi Shrine Board, Katra**. The EMD in original is to be deposited along with Technical Bid. The Earnest Money of the unsuccessful bidder will be returned within 30 days after the award of contract to the successful bidder. Details to be mentioned in Annexure-A. The EMD of the successful bidder will be released after the receipt of Performance Bank Guarantee.
- 1.6. Further, the bidders may deposit Earnest Money Deposit (EMD) through IMPS/NEFT/RTGS in the prescribed Shrine Board account.
Account No.: 0097010100000706
Type of Account: SB.
Banker: Jammu and Kashmir Bank Ltd.
Branch: Main Bazar Katra
IFSC Code: JAKA0KATTRA
Title of A/c: Shri Mata Vaishno Devi Shrine Board

Important Instructions:

- a) Tender Fee and EMD must be remitted through **separate transactions**. Submission of a single combined transaction shall render the bid liable for rejection.
- b) Bidders shall submit printouts/screenshots of both successful transactions to the IT Section before the scheduled opening of Technical Bids. The screenshots must clearly indicate the details of the bank account from which the payments have been made.
- c) Payments shall be accepted only if credited to the designated account specified in the tender document. Any payment made to any other Shrine Board account shall

not be considered as valid deposit of Tender Fee/EMD and the bid shall be liable for rejection.

- 1.7. **Performance bank Guarantee (PBG):** The contractor shall provide SMVDSB with a 'financial guarantee' for the due and faithful performance of the contract for a sum equal to **5% (five percent)** of the accepted total tendered amount of Comprehensive Operation & Maintenance for a period of 5 years. Such guarantee shall be in the form of a Bank Guarantee established through a Scheduled Bank in India on the format already agreed upon. The bank guarantee shall be furnished within 30 days from the date of Letter of Award and shall be valid until expiry of the maintenance period.
- 1.8. The bidder shall mention UTR No. and CDR/FDR/TDR detail in the prescribed Technical Bid Form given in **Annexure-A** of this e-NIT. The CDR/FDR/TDR in original shall be submitted before the closing time of submission of e-NIT. The complete bidding process will be done online on the e-Tender portal www.jktenders.gov.in only. The tenders should be submitted strictly in accordance with the provisions of the detailed e-NIT. Bids received without EMD & Tender fee of the requisite amount shall be out-rightly rejected.
- 1.9. **Contract Agreement:** Within **14 days** after the issuance of Letter of Intent / Award, the Contractor shall have to enter into a formal Contract Agreement incorporating all the terms and conditions as embodied in the Bid Documents or modified subsequently in writing and those contained in the Letter of Intent / Award, with the Owner. The following documents shall be deemed to form and be read and construed as part of the Contract Agreement:
- i) The e-NIT and the Addendums / Amendments / Clarifications issued thereof.
 - ii) Financial Bid Document.
 - iii) Letter of Award (LOA).
 - iv) Conditions of Contract.
 - v) Contract price.
 - vi) Priced Bill of Quantities as accepted.
 - vii) Specifications.
 - viii) Drawings.
 - ix) Other additional documents as exchanged in correspondence on the subject

Sd/-
Jt. Chief Executive Officer
Shri Mata Vaishno Devi Shrine Board

Section- 2: Instruction to Bidders regarding the e-Tendering process

- 2.1 To participate in the bidding process, bidders must get (DSC) a **“Digital Signature Certificate”** as per Information Technology Act-2000. This certificate will be required for digitally signing the bid. The Bidders, who already possess valid (DSC) Digital Signature Certificates, need not procure new Digital Signature Certificate.
- 2.2 Before submission of online bids, bidders must ensure that scanned copies of all the necessary documents have been attached to the bid.
- 2.3 The Shrine Board will not be responsible for delay in the online submission of bids for whatever reasons from the bidder side.
- 2.4 The amount of the tender fee and EMD specified in the tender documents should be the same, as submitted online (scanned copies) otherwise bid will not be accepted.
- 2.5 Bidders are advised to use the **“My Documents”** area in their user on <http://jktenders.gov.in>, an e-tendering portal to store important documents like Balance sheets with UDIN number, GST Registration Certificate, Tax Clearance Certificate, IT certificates, manufacturers authorization and other related documents etc., and attach these certificates as non-Statutory documents while submitting their bids.
- 2.6 **Bidders are advised not to make any change in BOQ (Bill of Quantities) contents or its name. In no case, they should attempt to create a similar BOQ manually. The BOQ downloaded should be used for filling the item rate as prescribed and it should be saved as it is in the tender document.**
- 2.7 Bidders are advised to scan their documents at 100 DPI (Dots per Inch) resolutions with Black and White in PDF format.
- 2.8 The guidelines for submission of bids online can be downloaded from the website <http://www.jktenders.gov.in>.
- 2.9 **Language of Bids:** The Bids prepared by the Bidder and all correspondence and documents relating to the bids exchanged by the Bidder and the Department, shall be written in the English language, provided that any printed literature furnished by the Bidder may be written in another language so long the same is accompanied by a duly certified English translation in which case, for purpose of interpretation of the bid, the English translation shall govern.

Section-3: General Definitions & Interpretation

- 3.1. In the contract (as herein under defined) unless it is otherwise repugnant to the text, the definition of the following words and expressions shall have the meaning hereunder assigned except otherwise specified:
- 3.2. **“Site”** means the lands and other places on, under, in, or through which the works are to be executed or carried out and any other lands or places provided by the Board for the purpose of the works together with such other places as may be specifically defined in the contract as forming part of the site.
- 3.3. The expression **“Work” or “Works”** mean the works to be executed in accordance with the contract or parts thereof as the case may be and **shall include all additional, altered or substituted works** as required for the completion of the contract.
- 3.4. **“Design”** means the designs referred to in the document and any modification of such designs approved in writing by the Board and such other designs as may from time to time be furnished or approved in writing by the Board.
- 3.5. **“Drawing”** means the working drawings referred to in the document and any modification of such drawings approved in writing by the board and such other drawings as may from time to time be furnished or approved in writing by the Board
- 3.6. **“Bill of Quantities”** means the schedule of quantities or items, materials & rates, summaries etc. as finally accepted.
- 3.7. **“Specification”** means the specifications of the product/item as per the approved standard specification where so required or as mentioned in the contract.
- 3.8. **“Contract”** means this Agreement and all documents which form a part thereof and/or annexed thereto and all amendments thereto made in accordance with the provisions hereof based on Expression of Interest (EOI), e-NIT, addendum, clarification products/item documents including the Financial Bid Document, General conditions of the contract, specifications, designs & drawings, priced schedule & priced Bill of quantities and schedule of rates and acceptance thereof, read in conjunction and complementary to one and other.
- 3.9. **“Contract Price”** or “Contract Value” or “Contract Sum” means the sum set out hereto as the total value of the contract including GST and shall be subject to additions and/or deductions and rebated in accordance with the provision herein contained.
- 3.10. **“Owner”** means Shri Mata Vaishno Devi Shrine Board, Katra Jammu (J&K) through the Chief Executive Officer, Shri Mata Vaishno Devi Shrine Board, Katra (J&K).
- 3.11. **“Engineer”** means Engineer-In charge or his authorized Representative or such other team as nominated by the competent authority.

- 3.12. **“Contractor”** means who is awarded a contract to perform the work in accordance with the contract and includes the Contractor’s personnel, representatives, successors and permitted assigns. The expression of words in the Bid Document i.e., **“Successful Bidder”**, **“System Integrator”**, and **“Executing Agency”** shall have the same meaning as the “Contractor”.
- 3.13. **“Materials”** means the materials, apparatus, equipment, fittings, fixtures, and other things for incorporation in the works.
- 3.14. **“Approved”** means approved in writing; “approval” means approval in writing.
- 3.15. **“Month”** means a calendar month.
- 3.16. **“Week”** means seven consecutive calendar days.
- 3.17. **“Day”** means a calendar day beginning and ending at midnight.
- 3.18. **“Equipment”** Hardware items provided by the Bidder as described in the Financial Bid Document.
- 3.19. **“Licensed Software”** All Software described in the e-NIT, including all related updates, changes or revisions provided under the Financial Bid Document.
- 3.20. **“Letter of Intent / Letter of Award”** A work order or other written agreement or contract, entered between the successful Bidder and the Client (hereinafter called “LOI” / “LOA”).
- 3.21. **“Software”** means Machine-readable data and/or source code, including executable programs and firmware (permanent software programmed into a read-only memory) and user documentation in written or electronic object code form. “Software” may include Licensed and Unlicensed Software.
- 3.22. **“MEAB”** means Most Economical Advantageous Bid.
- 3.23. An **Original Equipment Manufacturer (OEM)** means a company that designs or formulates a product and contracts a manufacturer (typically, a contract manufacturer or CM) to manufacture the product (typically called an OEM product), which the OEM then either brands as its own or incorporates into its own branded product.

Section 4: About e-NIT

4.1. Purpose of e-NIT:

The intent of this e-NIT is to invite proposals/bids from the prospective Bidders for Operation & Maintenance of Multipurpose Audio & Video System (Phase-I) & (Phase-II) installed in the Shrine Area for a period of 05 years.

4.2. Project overview:

The Shrine Board has set up a Multipurpose Audio System in a phased manner i.e. 06 Nos. Big Outdoor Video Walls (approx. size 19' x 9.5') in Phase-I and 20 Nos. 50" Indoor LED Screen at the major establishments of SMVDSB enroute track in Phase-II with the objective of dissemination important Yatra information and streaming of Aarti on the screens for visiting pilgrims.

4.3. This E-Tender is for the Operation & Maintenance of Multipurpose Audio & Video System installed in Phase-I & Phase-II. The technical details of the System is given at **Annexure-D**.

4.4. Network Backbone:

The entire system is connected through an OFC Network laid on the track which is a common backbone for various existing application and services like PA System, VoIP (EPBAX), internet, Outdoor Video Walls, Indoor LED Screens, CCTVs etc. The 24 Core Single Mode Fiber is being deployed across the old track while the new track is with 48 Core Fiber. The existing network is having the 3-tier Architecture as shown in **Annexure-E**.

4.5. Control Centers:

Shri Mata Vaishno Devi Shrine Board has setup 02 Control Centers for managing and streaming of content on the Video Walls at Adhkuwari and Bhawan. Uploading of content is in scope of bidder.

4.6. Penalty: If any part of the system goes out of function because of any reason / fault of components, the same has to be addressed / repaired / replaced from the available stock immediately, failing which the penalty as per the following will be imposed on Bidder on the recommendation of Engineer Incharge, SMVDSB:-

- | | | |
|-------|------------|-------------------------------|
| (i) | Rs. 1,000 | (if not replaced in 06 hours) |
| (ii) | Rs. 2,000 | (if not replaced in 24 hours) |
| (iii) | Rs. 3,000 | (if not replaced in 03 days) |
| (iv) | Rs. 5,000 | (if not replaced in 05 days) |
| (v) | Rs. 10,000 | (if not replaced in 07 days) |

Beyond the period of 07 days, the penalty will be imposed as per the discretion of Engineer Incharge, SMVDSB. The penalty amount will be deducted from any amount due to the Bidder.

4.7. Maintenance Standards: The Bidder shall attend immediately to any faults came into his notice or reported to him by the client. The response time and repair time shall not exceed the time stipulated in the Contract. The Bidder shall be subject to penalty if the response time and repair time exceeds the stipulated time.

4.8. Manpower: The successful Bidder shall provide manpower both skilled and unskilled staff including Project Manager/Supervisor as per the requirement during the validity of Contract (detail of staff to be attached). The technical manpower provided by the Bidder should be well

trained and competent to operate / repair / maintain the system to ensure its seamless functioning (24x7). The Bidder shall keep available & stationed his technically qualified team on the SMVDSB track during the entire contract period, who are competent to repair / maintain and carry replacement of parts / goods (wherever required) of the system independently.

4.9. Housing / Cover for prevention of equipment from any damages: The Bidder shall ensure appropriate covering to all Cables, Wires, Switches, LED screens etc. to prevent their damage by Monkey Menace etc. The Contractor shall rectify the damages so caused, Free of Cost, during the entire O&M Period.

4.10. Access to Site: The SMVDSB shall not be responsible for facilitating / providing any transportation facilities. The Contractor shall use the existing track as per the Law, Rules and Regulations in force, seeking required permissions as necessary for transportation of connected material only.

4.11. Space for Store and workers hutment: The Shrine Board will provide available space and shelter for storage of spares and related material, However, Bidder has to make his own hutment etc. on the space provided for workers on temporary basis at his own cost for this project. In case of rooms / dormitories requirements, the same shall be considered on payment basis as per the discretion of the competent authority.

4.12. In case of non-availability of any approved Makes / Brands of any of the components due to end of life or any Force Majeure situations, the Bidder may be allowed for replacement of faulty parts of reputed makes / brands of the similar specifications, subject to the approval of the technical team of SMVDSB.

4.13. Technical Clarifications:

Bidders desiring any technical clarification may contact IT Section, Office of the Chief Executive Officer, Shri Mata Vaishno Devi Shrine Board Katra Jammu and Kashmir 182301 between 10:00 Hours to 17:00 Hours on any working day up to five days before the bid closing date. Clarifications can also be sought through e-mail id admin@maavaishnodevi.net. However, the tender submission and tender closing dates will remain the same.

4.14. Responses to pre-bid queries and issue of corrigendum:

- a) At any time prior to the last date for receipt of bids, SMVDSB may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the e-NIT Document by a Corrigendum/Addendum.
- b) The Shrine Board will try to provide timely responses to all queries. However, SMVDSB makes no warranty as to the completeness or accuracy of any response, nor does SMVDSB undertake to answer all the queries that have been submitted by the Bidders.
- c) **Shrine Board reserves the right to modify the terms & conditions of e-NIT** in view of any practical modalities which may emerge during or after the pre-bid meeting and the same shall be notified through a Corrigendum or Addendum and the said documents shall automatically become the part of the e-NIT.
- d) Information regarding the changes in the terms & conditions in the e-NIT shall be uploaded in the form of Corrigendum/Addendum on the Shrine Board's official website i.e. www.maavaishnodevi.org and J&K Tendering Portal i.e. www.jktenders.gov.in. The Board shall not be responsible for any claims by the Tenderer with regard to ignorance of any notifications published by the SMVDSB in the e-procurement platform.

- e) The Board shall not be responsible for ensuring that the Bidders' queries have been received by them. Any requests for clarifications post the indicated date and time may not be entertained.
- f) In order to provide prospective Bidders reasonable time for taking the corrigendum/addendum into account, the SMVDSB may, at its discretion, extend the last date for the receipt of Proposals.

4.15.Format and Signing of Bid:

- i) The Bidder shall prepare one electronic copy of each of the technical e-Bid and Financial e-Bid separately.
- ii) The e-Bid document shall be digitally signed, at the time of uploading, by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. The letter of authorization shall be indicated by a scanned copy of the written power-of-attorney accompanying the e-Bid.
- iii) The Bidder shall submit the hardcopy of the submitted technical bid alongwith EMD in Original to the Office of Chief Executive Officer, Shri Mata Vaishno Devi Shrine Board, Katra, Reasi, Jammu & Kashmir-182301.

4.16.Deviations and Exclusions:

- i) Bids shall be submitted strictly in accordance with the requirements and terms & conditions of the e-NIT. The Bidder shall submit a **No Deviation Certificate** as per the **Annexure-C** mentioned in this e-NIT.

4.17.Right to Accept Any Proposal and To Reject Any or All Proposal(s):

The SMVDSB reserves the right to accept or reject any proposal, to annul the tendering process / Public procurement process and reject all proposals at any time prior to the award of the contract, without stating any reason thereof without owning any liability.

4.18.Study of Local Conditions:

- i) The Bidders are advised to visit and examine the site and its surroundings and obtain all geographical / topographic / climatic and technical details that may be necessary for submitting the Bid and entering into the Contract. The costs of any such visits shall be entirely at the Bidder's own expense. The Bidders are requested to satisfy themselves regarding the availability of requirement of electricity, nature and location of work, the character, quality and quantity of the materials, the character of equipment and facilities needed preliminary to and during the progress of the Operation & Maintenance (O&M) of the works, hindrances and/or the general and local conditions, the labour conditions prevailing therein and all other matters which can in any way affect the works under the Contract.
- ii) The Bidder shall have taken into consideration the financial effect of any or all of the above factors while quoting in the Financial Bid. No compensation will be given on account of ignorance of any of the factors during execution of the works.

4.19.Contacting the tenderer:

Any effort by a Bidder influencing the Tenderer, bid evaluation, bid comparison, or contract award through any means or decisions may result in the rejection of the bid outrightly.

Section 5: General Terms & Conditions of Contract

5.1. Bid Submission Documents:

Technical bid contains the documents, which would enable the bidder to qualify for the technical stage of the bid such as Pre-Qualification documents, Technical Compliance, Data Sheets, Un Priced BOQ etc. **No Financial/ prices are to be quoted in technical bid. If the financial price is quoted in Technical then the bid would be summarily rejected as non-responsive.**

Bidders are advised to read the instructions carefully in the relevant section before submitting the documents. If the submitted documents are found to be a deviation from the documents asked for in the Tender Document, then the bid will be summarily rejected without any correspondence with the bidder.

- a. Cost of Tender Document (As per Clause 1.4).
- b. EMD in Original in the shape of CDR/FDR/TDR (As per Clause 1.5).
- c. GST Registration
- d. PAN Registration
- e. ITR having UDIN number and Profit and Loss Statement and Balance Sheet for the last three Financial Years certified by Chartered Accountant. (FY 2022-23, 2023-24 & 2024-25)
- f. Turnover Certificate having UDINE number by the CA for the last three Financial Years. (FY 2022-23, 2023-24 & 2024-25)
- g. Technical Bid Performa (Annexure-A).
- h. Tender Document signed and stamped on each page as a mark of acceptance
- i. Letter for Authorization for attending Bid opening.
- j. Experience Certificate as per Clause 5.2.
- k. Undertaking from Bidder that the firm is not Blacklisted (Annexure-B)
- l. Undertaking from Bidder that there is no deviation from the specification mentioned (Annexure-C)
- m. The Bidder must be Firm/Company/Proprietary Ship firm registered under appropriate authorities i.e. with Service Tax Authority / Income Tax / EPF / ESI / PAN etc. (attested copies of the relevant certificates including certificate of incorporation to be attached).
- n. The Bidder must submit documentary proof/MAFs that they are the authorized partners of the OEMs (LG for Video Walls, Epiphan for Decoder, Creston for Encoder & SCALA for Software) for maintaining and operating the Multipurpose Audio & Video system and that the OEMs shall extend full support to the partner for the duration of the contract.

5.2. Prequalification Criteria: - (Estimated Tender Cost Rs.18.00 lakh per year for 5 years)

The Average Annual Financial Turnover of the Bidder during the last 03 consecutive Financial Years should be at least 60% of the value of the contract. (FY 2022-23, 2023-24 & 2024-25)

The Agency shall have professional experience of network technologies like switching and routing and maintaining similar TCP/IP based Multipurpose Audio & Video Projects. The bidder must have successfully executed/completed similar services, over the last five years i.e. the current financial year and the last four financial years in any of the Central Govt. / State Govt. / PSUs / Reputed Organizations and having executed:

Atleast one work of similar nature of the value of 80% of the estimated cost of during the last 05 years;

OR

Atleast two works of similar nature of the value of 50% of the estimated cost of during the last 05 years;

OR

Atleast three works of similar nature of the value of 40% of the estimated cost of during the last 05 years.

(Attested copies of the documentary proof including the relevant Letter of Award(s) and Completion Certificates including value of work done in support of the above requisite criteria must be submitted by the tenderer, in absence of which the bid shall not be considered).

5.3. Technical Evaluation Criteria

Only those Bidders who qualify for the eligibility criteria will be evaluated for the technical evaluation. Bidders who do not qualify for the Pre-qualification criteria, their technical bids and financial bids will not be evaluated.

Financial bids of the technically qualified bidders shall be opened and the L-1 bidder shall be considered for the allotment of the contract. In case of a **tie in the financial bid**, the bidder scoring more in the technical bid evaluation shall be considered for the allotment of the contract.

5.4. Procedure of submission of e Tender

Bidders are invited to submit their Bids in two parts viz. Technical Bid as per **Annexure-A** and Financial Bid as per **Section 6** along with supporting documents, application fee, EMD etc. The bidders are required to submit their tenders under two bids system with Cover-I (Technical Bid) and Cover-II (Financial Bid).

A. Cover-I (Technical Bid):

- i) All Documents as per Clause 5.1. & 5.2. Hardcopy to be submitted at the Office of the Chief Executive Officer, SMVDSB, Katra, Reasi, Jammu & Kashmir, PIN-182301 by or before the closing date of tender.

Scanned Copies of all the Technical Bid documents have to be uploaded online.

B. Cover-II (Financial Bids):

- i. The Tenderer shall submit the Price bid strictly as per BOQ through an online e-procurement/tender platform only i.e. www.jktenders.gov.in. The price bid table is available at Section 6 of this e-tender which is indicative and just for the understanding of the bidder.
- ii. Financial / Price bid shall be opened for only those Tenderer who have qualified the Technical Bid.
- iii. The price bid should be absolute and unconditional.
- iv. Conditional bids shall be out rightly rejected.
- v. The price should be inclusive of any duties, freight, levies charges (inclusive of GST) or any other charges likely to be imposed by the Centre/ State Government or any other statutory authority etc. Any variation in the tax component by the Government will be borne by the Shrine Board.
- vi. The price bid shall remain valid for a period of **03 months** from the last date of receipt of bids.

No Bid shall be accepted in physical form. The bidders shall submit original instruments in the office of the Chief Executive Officer, SMVDSB, Katra by or before last date of submission of tender i.e. cost of tender document deposited in Shrine Board Account, Earnest Money Deposit and other relevant documents, before the closing time of submission of this e-NIT.

5.5. Award of Contract:

- i) Letter of Award (LoA) shall be issued to the (L-1) selected Bidder.
- ii) The selected bidder will sign the contract after fulfilling all the formalities/pre-conditions mentioned in the Letter of Award, within **14 days** of issuance of the Letter of Award.
- iii) The selected bidder shall commence the assignment on receipt of the LoA and as per the schedule given to him.

5.6. Forfeiture of EMD/Performance Bank Guarantee:

Earnest Money Deposit / Performance Bank Guarantee amount in full or part may be forfeited, including interest, if any, on grounds of the following:

- i) Any terms and condition of the contract is breached.
- ii) The Bidder fails to provide operation & maintenance satisfactorily.
- iii) If the Bidder breaches any provision of code of integrity, prescribed for Bidders, specified in the Bidding document.
- iv) If the Successful Tender does not execute the agreement with the Shrine Board within the stipulated time period.

5.7. Failure to Agree with the Terms and Conditions of the e-NIT:

In case the successful Bidder fails to comply with the Terms & Conditions of the e-NIT and Legal Agreement shall constitute sufficient grounds for the annulment of the award, in which event the SMVDSB may award the contract to the next best value Bidder or call for new proposals from the interested Bidders.

5.8. Sub-contracting:

Sub-contracting shall be allowed for fitting of equipment including civil works only with prior written approval of Chief Executive Officer, SMVDSB, Katra. However, even if the work is sub-contracted, the sole responsibility of the work shall lie with the bidder. The bidder shall be held responsible for any delay/error/non-compliance etc. of its sub-contracted vendor. The details of the sub-contracting agreements (if any) between both the parties would be required to be submitted to the Shrine Board.

5.9. Terms of payments: -

The Operation & Maintenance cost shall be released on quarterly basis, after the completion of each O&M quarter, subject to the satisfactory certification by the Committee constituted vide order No. CO/63-I/2988-2999 dt: 31.08.2020 of SMVDSB.

The payment shall be released against the GST compliant Invoices raised by the Contractor and as certified by the Engineer Incharge of Shri Mata Vaishno Devi Shrine Board.

5.10. Safety of Manpower and Insurance:

- i. The Contractor shall arrange, secure and maintain insurance as may be necessary and for all such amounts to protect his risks as detailed herein. The Contractor shall insure all his staff and workers / labour working at site against injury, loss of life etc. and no claims of compensation whatsoever shall be entertained by the Board in this regard. The Contractor shall indemnify the Owner against all such claims.

- ii. The workers employed on electrical installations to be provided with insulating mats, protective apparels (such as Gloves, Sleeves, Boots etc.) by the Executing Agency, as may be necessary as per the standards laid down by the Government of India from time to time.

5.11. Confidentiality:

Notwithstanding anything contained in this Bidding document but subject to the provisions of any other law for the time being in force providing for disclosure of information. The Bidder shall not disclose any information if such disclosure which is likely to: -

- i. impede enforcement of any law;
- ii. affect the security or strategic interests of SMVDSB;
- iii. affect the intellectual property rights or legitimate commercial interests of Bidders;
- iv. affect the legitimate public interests.
- v. Data in the form of text, picture, audio and video footage shall not to be shared with anyone or with any agency or use for any other purposes without prior permission of the Chief Executive Officer, SMVDSB, Katra. In case transparency of the data is compromised or data is manipulated, leaked, theft or found shared, the contract shall be liable to be terminated immediately without any notice.
- vi. Considering the sensitivity & security aspect of the Shrine area, the Contractor shall submit an **Undertaking** to the Shrine Board that he shall not reveal any design, drawing, layout plan, site photographs etc. and other related information of the Shrine and the project with any of the third party without the prior approval of the CEO Shrine Board.

5.12. The damage caused, if any, to any property through the acts of the firm and/or by its workers shall be made good by the agency and decision of the Department in this regard shall be final/binding.

5.13. Compliance with statutes, regulations etc.:

The Contractor shall conform to, in all respects, with the provisions of any such statute, ordinance or law as aforesaid and the regulation or Bye-Laws of any local or other duly constituted authority prevailing, which may be applicable to the works or to any temporary works and with such rules and regulations of public bodies and companies as aforesaid and shall keep the Owner indemnified against all penalties and liability of every kind for breach of any such statute, ordinance or law, regulation or bye-law.

5.14. Supply of Materials & Labour at site of work:

The Contractor shall at his own expense supply and provide all the machinery, tools, tackles and equipment, materials etc. both for temporary as well as for permanent works, labour (skilled & unskilled and including the supervision thereof), transport to or from the site and in and about the works and other things of every kind required for the construction, completion, and maintenance of works

5.15. Termination of Contract

- i) Foreclosure in full or in part due to abandonment or reduction in scope of work.
- ii) The Contractor shall be paid at contract rates full amounts for works executed at site and in addition a reasonable amount as certified by the technical team constituted for the purpose for the items hereunder mentioned which could not be utilized on the work to the full extent because of the foreclosure:
 - (a) Any expenditure incurred on preliminary site work e.g. temporary works, temporary

labour huts, staff quarter and site office, storage, accommodation and water storage tanks etc.

- (b) The Owner shall have the option to take over Contractor's materials or any part thereof either brought to site provided the material conforms to specified standards or meant to be used for the work allotted.
- (i) For materials taken over or to be taken over by the Owner, the cost to be paid shall consider purchase price, cost of transportation.
 - (ii) For materials not retained by the Owner, no compensation on this account will be paid. Any such material will be lifted by the Contractor at his risk & cost with full clearance at site.

5.16. Settlement of Disputes at Site

The instructions, decision, opinion, certificate or evaluation of the Engineer with regard to any work at site shall be binding on the contractor.

5.17. Force Majeure:

In no event shall either Party have any liability for failure to comply with this Agreement, if such failure results directly from the occurrence of any contingency beyond the reasonable control of the Party, including, without limitation, strike or other labour disturbance, riot, major power failure, war, natural calamities including but not limited to floods, earthquakes, fire, volcanic eruptions, epidemics, National Emergency, interference by any government or governmental agency, embargo, seizure, or enactment or abolition of any law, statute, ordinance, rule, or regulation (each a "Force Majeure Event"). In the event either Party is unable to perform any of its obligations under this Agreement because of a Force Majeure Event, the Party who has been so affected shall as soon as may be, after coming to know of the Force Majeure Event, inform the other Party and shall take reasonable steps to resume performance as soon as may be after the cessation of the Force Majeure Event. If the period of non-performance due to a Force Majeure Event exceeds thirty (30) days, the Party whose ability to perform has been so affected may, by giving written notice, terminate this Agreement.

5.18. Arbitration

Any dispute or difference whatsoever arising between the parties out of or relating to the execution, interpretation, application, meaning, scope, operation or effect of the contract or the validity or the breach thereof, shall be first tried for amicable settlement through consultation / discussion between the parties. Any unsettled disputes whatsoever arising between the parties thereof relating to the work shall be resolved as per the provisions of Arbitration & conciliation Act., 1996 & seat / place for Arbitration shall be at Jammu.

5.19. Jurisdiction

All legal disputes arise in connection with the Contract shall be subject to the jurisdiction of Courts at Jammu / Katra / Reasi (J&K, India).

Sd/-
Jt. Chief Executive Officer
Shri Mata Vaishno Devi Shrine Board

Section 6- Financial Bid

Operation & Maintenance of Multipurpose Audio System and OFC Network at Tarakote Marg from New Darshani Deodi to Adhkuwari (Phase-II) & Audio/Video System installed at Attka, Skywalk and the corridor leading to the Shrine Area for a period of 05 year.

S. No.	Description	AMOUNT (In Rupees) (Inclusive of all Taxes)
1.	Cost of Comprehensive Operation & Maintenance for 1st Year	
2.	Cost of Comprehensive Operation & Maintenance for 2nd Year	
3.	Cost of Comprehensive Operation & Maintenance for 3rd Year	
4.	Cost of Comprehensive Operation & Maintenance for 4th Year	
5.	Cost of Comprehensive Operation & Maintenance for 5th Year	
6.	Total Cost of Comprehensive Operation & Maintenance for a period of 5 years i.e. (1+2+3+4+5)	



OFFICE OF THE CHIEF EXECUTIVE OFFICER
SHRI MATA VAISHNO DEVI SHRINE BOARD
Central Office, Jammu Road, Katra (J&K) – 182301

Annexure-A

Pre-qualification / Technical bid:

To,
Chief Executive Officer,
Shri Mata Vaishno Devi Shrine Board, Katra.
Sir,

I hereby submit tender for the work namely “Upgradation of Core Network Setup and Cybersecurity at Shri Mata Vaishno Devi Shrine Board Central Office, Katra.” along with the particulars given below: -

S. No	Particulars	Documents enclosed at
1	Name of the Firm	
2	Registered Address	
3	Email id:	
4	Name & Mobile Number of Contact person/ Authorized Representative of the Tenderer	
5	Details of Tender Fee (UTR, Amount, Date, Bank etc)	
6	Details of EMD in the shape of CDR/FDR/TDR (Amount, Date, Bank etc)	
7	Documents as per Clause 5.1 e-NIT	
8	All documents as asked in the Clause No. 5.2 of the e-NIT	

Copies of documentary proof may be furnished where ever required. Additional pages may be used, if needed.

Name of the Tenderer: _____

Seal & Signature: _____

Place:

Date:



OFFICE OF THE CHIEF EXECUTIVE OFFICER
SHRI MATA VAISHNO DEVI SHRINE BOARD
Central Office, Jammu Road, Katra (J&K) – 182301

Annexure-B

(ON THE LETTER HEAD OF THE FIRM)

DECLARATION

I / We hereby declare that no case is pending with the police / court / government agency against the bidder / firm / company (Agency). Also, I / We have not been suspended / blacklisted by any PSU / Government Agency / Financial Institution / Court etc.

Seal and Signature of the bidder

Shrine Board's e-NIT No.

Date:

Place:

Date:



OFFICE OF THE CHIEF EXECUTIVE OFFICER
SHRI MATA VAISHNO DEVI SHRINE BOARD
Central Office, Jammu Road, Katra (J&K) – 182301

Annexure-C

(ON THE LETTER HEAD OF THE FIRM)

NO DEVIATION CERTIFICATE

Notwithstanding anything mentioned in our bid, we hereby accept all the terms and conditions mentioned in the e-NIT. We hereby undertake and confirm that we have understood the work mentioned in the subject of this e-NIT and shall provide hardware, software, manpower and other allied resources for the execution of intended work to SMVDSB during the Contract Period.

Seal and Signature of the bidder

Shrine Board's e-NIT No.

Date:

Place:

Date:



OFFICE OF THE CHIEF EXECUTIVE OFFICER
SHRI MATA VAISHNO DEVI SHRINE BOARD
 Central Office, Jammu Road, Katra (J&K) – 182301

Annexure-D

Technical-Specifications

PHASE-I				
S. No.	Description	Make/Model	UNIT	Qty
1	Outdoor P6 Video Wall	LG-GSCD069	No.	6
2	Streaming Media Encoder	Epiphan Pearl 2	No.	2
3	Streaming Media Decoder	Crestron –DM-TXRS-100-STR	No.	6
4	HDMI Cable (As Per Site Requirement)	Krammer-C-HM/HM, CA-HM	No.	1000
5	Controller for Outdoor Video Wall	LG (Inbuilt)	No.	6
6	Audio Video (AV) Control Processor	Crestron - CP3	No.	2
7	10" Touch Panel	Crestron TS-1070	No.	2
8	Media Player with License	Scala Media Player-DX+UHD02	No.	2
9	USB Document Camera	Lumens - DC125	No.	2
10	All In One Personal Computer (PC)	Dell – OptiPlex 5080 all in one BTX	No.	2
11	10 KVA Online UPS with One (01) Hour Back Up complete with Battery Inter connection with SNMP Modules Rack, Interlinks and Accessories	Delta – New N10KVA	No.	5
		Delta – New N20KVA		1
12	OFC / CAT 6 Armoured Cable (laid as per site requirement)		Mtr.	1000
13	PVC AL. Steel 3 core 16 sq. mm. armoured cable (laid as per site requirement)		Mtr.	1000
14	32 mm dia HDPE Pipe along with the accessories in surface / recess conduit laid as required.		Mtr.	2000
15	Electrical switchgears, power distribution panel, bus bar, Distribution Boards with MCB/ MCCB interconnections etc for Outdoor Video Wall installed as required.		No.	6
16	Chemical Copper earthing 50 mm dia rod done as per site requirement with copper Strip and Copper wire including, making connections complete job		No.	6
17	Amplifier	Ahuja SSA-250M	No.	6

PHASE-II				
S.no	Description	Make/Model	Unit	Qty
1	50" Indoor LED provided by SMVDSB		No.	20
2	Streaming Media Decoder	Crestron –DM-TXRS-100-STR	No.	20
3	HDMI Cable (As Per Site Requirement)	Crestron, AMX, Extron, Krammer	Mtr.	2000
4	1 KVA Online UPS with One Hour Backup provided by SMVDSB		No.	20
5	OFC / CAT 6 Armoured Cable (laid as per site requirement)		Mtr.	2000
6	PVC 3 core 2.5 sq. mm. power cable (laid as per site requirement)		Mtr.	500
7	32 mm dia HDPE Pipe laid along with the accessories in surface / recess conduit laid as required.		Mtr.	2000



OFFICE OF THE CHIEF EXECUTIVE OFFICER
SHRI MATA VAISHNO DEVI SHRINE BOARD
 Central Office, Jammu Road, Katra (J&K) – 182301

Annexure-E

OFC NETWORK AT SMVD

